

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: : Group Art Unit:
Hughes et al. : Intellectual Property
Serial No: : Law Department
: International Business
Filed: : Machines Corporation
: 11400 Burnet Road
Title: METHOD FOR : Austin, Texas 78758
PERSONALIZING COMPUTERIZED
CUSTOMER SERVICE

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Applicants submit herewith patents, publications or other information of which they are aware, which they believe may be material to the patentability of this application and in respect of which there may be a duty to disclose in accordance with 37 CFR 1.56.

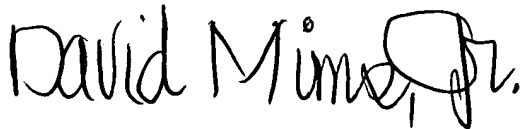
While this Information Disclosure Statement may be "material" pursuant to 37 CFR 1.56, it is not intended to constitute an admission that any patent, publication or other information referred to herein is "prior art" for this invention unless specifically designated as such.

In accordance with 37 CFR 1.97(g) the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made or that no other material information as defined in 37 CFR 1.56 (a) exists.

The attached form, PTO-1449, provides a listing of patents, publications, or other information as required by 37 CFR 1.98 (a)(1).

A copy of each of the items on PTO-1449 is supplied herewith.

Respectfully submitted,

A handwritten signature in black ink that reads "David Mims, Jr." with a stylized flourish at the end.

David A. Mims, Jr.
Attorney
Registration No. 32,708
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In Place of FORM PTO-1449 (Modified)

LIST OF PATENTS AND PUBLICATIONS FOR
APPLICANT'S INFORMATION DISCLOSURE
STATEMENT

Serial No.

Applicant: Hughes et al.

Filing Date:

Group:

Atty. Docket No. AUS920020326US1

Reference Designation

U. S. PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
_____	AA 6,349,290	Feb. 19, 2002	Horowitz et al.	705	35	
_____	AB					
_____	AC					
_____	AD					
_____	AE					

FOREIGN PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Country	Class	Subclass	Translation Yes No
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OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

Examiner
Initial

_____ AR
_____ AS
_____ AT
_____ AU

Examiner:

Date Considered:

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.